Complaints on Mal-functioing of Telephone Services

454. SHRI MOHINDAR SINGH KALYAN: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the details of complaints received by the telephone department about the mal-functioning of telephone services in Punjab, U.P., Delhi, Haryana and Rajasthan, district-wise; and

(b) the reasons therefor; and the action taken so far?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VARMA): (a) Telecom District-wise details of written complaints received for each of the State for Nov. '96, Dec. '96 & Jan. '97 are enclosed in Statement I to V (*See* below).

(b) The different complaints were due to different reasons. The main reasons were:—

(i) not getting STD on certain routes.

(ii) non working of Telephone exchanges.

(iii) cable break downs

(iv) delay in attending Complaints.

All the Complaints were/are being attended to at the earliest.

Statement-I

Details of written complaints received by Telephone Department about malfunctioning of Telephone Services in Punjab.

S. No.	Name of Telecom District	Complaint received during		
		Nov. 96	Dec. 96	Jan. 97
1.	Amritsar	88	75	79
2.	Bhathinda	13	07	03
3.	Chandigarh	97	77	74
4.	Ferozepur	16	10	08
5.	Hoshiarpur	04	04	01
6.	Jalandhar	47	41	47
7.	Ludhiana	276	299	429
8.	Patiala	05	03	03
9.	Pathankot	60	43	65
10.	Ropar	01	03	01
11.	Sangrur	03	05	03

Statement-II

Details of written complaints received by Telephones Department about malfunctioning of Telephone Services in U.P.

S. No.	Name of Telecom District	Complaint received during		
		Nov., 96	Dec., 96	Jan., 97
U.P.(E)				
1.	Lucknow	65	73	64
2.	Kanpur	153	168	17
		21	16	1

S. No.	Name of Telecom District	Complaint received during		
		Nov., 96	Dec., 96	Jan., 97
3.	Varanasi	11	01	02
4.	Allahabad	24	20	21
5.	Gorakhpur	—	—	12
6.	Jhansi	—	—	7
7.	Lalitpur	—	13	8
8.	Mau	6	5	7
9.	Deoria	10	11	4
10.	Padrauna	17	10	7
11.	Barabanki	20	8	10
12.	Faizabad	—	—	10
13.	Behraich	—	—	6
14.	Gonda	—	—	9
15.	Basti	—	—	8
16.	Sidharthnagar	15	12	9
17.	Sitapur	18	16	5
18.	Shahjahanpur	20	15	7
19.	Lakhimpur	16	12	4
20.	Hardoi	4	2	—
21.	Banda	—	3	—
22.	Etawah	2	—	—
23.	Mainpuri	1	1	2
24.	Raibareli	5	3	7
25.	Urai	587	594	594
26.	Azamgarh	1144	978	903
27.	Ballia	1321	1476	1045
28.	Jaunpur	3	2	3
29.	Fathepur	1500	1250	1500
30.	Sultanpur	8	8	10
31.	Farrukhabad	5	2	12
32.	Hamirpur			
U.P.(W)				
33.	Agra	31	30	57
34.	Ferozabad	10	5	14
35.	Almora	10	8	12
36.	Pithoragarh	12	14	18
37.	Bijnore	36	27	39
38.	Barielly	25	38	38
39.	Dehradun	28	13	31
40.	Etah	2	0	0
41.	Ghaziabad	65	56	66
42.	Bulandsahar	6	20	15
43.	Meerut	180	189	190
44.	Mathura	36	27	29
45.	Moradabad	21	23	12
46.	Muzaffarnagar	15	27	23
47.	Nainital	22	26	24
		34	38	33

S. No.	Name of Telecom District	Complaint received during		
		Nov., 96	Dec., 96	Jan., 97
48.	US Nagar			
49.	Rampur	3	5	4
50.	Badaun	4	6	3
51.	Pilibhit	3	2	7
52.	Saharanpur	28	22	25
53.	Haridwar	16	12	10
54.	Pauri	0	0	1
55.	Chamoli	0	0	1
56.	Tehri	0	0	0
57.	Uttarkashi	0	0	0
58.	Aligarh	12	11	16

Statement-III

Details of written complaints received by Telephone Department about malfunctioning of Telephone Services in Delhi Telecom. Distt.

S. No.	Name of Telecom District	Complaint received during		
		Nov., 96	Dec., 96	Jan., 97
1.	Delhi	2878	2479	2470

Statement-IV

Details of written complaints received by Telephone Department about malfunctioning of Telephone Services in Haryana.

S. No.	Name of Telecom District	Complaint received during		
		Nov., 96	Dec., 96	Jan., 97
1.	Sonepat	16	25	10
2.	Ambala	37	35	27
3.	Karnal	45	61	21
4.	Faridabad	26	49	37
5.	Jind	10	6	3
6.	Rewari	17	13	8
7.	Hissar	—	40	29

Statement-V

Details of written complaints received by Telephone Department about malfunctioning of Telephone Services in Rajasthan.

S. No.	Name of Telecom District	Complaint received during		
		Nov., 96	Dec., 96	Jan., 97
1.	Ajmer	78	89	78
2.	Bikaner	38	53	54
3.	Nagpur	12	13	12
4.	Churu	36	21	26
5.	Jhunjhunu	10	4	12
6.	Alwar	14	10	17
7.	Jodhpur	41	37	28
8.	Tonk	1	8	23
9.	Jaipur	64	89	163
0.	Bhilwara	4	11	10
1.	Sriganganagar	5	—	—
2.	Bharatpur	15	8	15
3.	Banswara	9	8	6
4.	Kotah	15	16	15
5.	Sirohi	20	17	13
6.	Udaipur	77	55	39
7.	Pali	—	3	4
8.	Barmer	—	1	—
9.	Sikar	—	—	6
0.	Sawai Madhopur	—	—	5

Norms for fixation of Phone Tariffs

455. SHRI V. HANUMANTHA RAO: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the details of the factors which are taken into account to increase phone tariffs;

(b) whether any discusson is held with economists and public representatives before deciding any increase in phone tariffs; and

(c) if so, the details thereof?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VARMA): (a) The following factors are taken into accounts to increase phone tariffs:—

(i) to mobilise additional resources for accelerating the expansion of Telecom network and to upgrade the existing system to improve quality of service.

(ii) to compensate for large subsidies provided for installing rural telephones for better accessibility.

(b) No, Sir.

(c) Does not arise in view of (b) above.

Policy for allotment of STD/PCO in Andhra Pradesh

456. SHRI V. HANUMANTHA RAO: Will the Minister of COMMUNICATIONS be pleased to state;

(a) the present policy with regard to the allotment of STD/PCO's to educated unemployed youth in Andhra Pradesh;

(b) whether it is a fact that proper screening of applicants is not being done;